

# SOFT OPEN ISSUES - QRG

## General Issues

### Member Data Gap

**Issue:** The member data converted to the Soft Open Environment is current as of 5/5/2012. Therefore, if any members were either hired or terminated after 5/5/2012, that information was not converted into the Soft Open Environment. If you plan to upload wage and contribution data for a member that was hired after 5/5/2012, that transaction will error out because the application will not have that member's record in the database.

**Resolution:** To avoid these errors you can either enroll/terminate any members that have been enrolled/terminated since 5/5/2012 or do not submit any wage and contribution transactions for these members. For more information on how to enroll or terminate a member, please see the [Member Management User Manual](#).

### Wage and Contribution Data Gap

**Issue:** The wage and contribution data converted to the Soft Open Environment is current as of 3/31/2012. Therefore any payrolls that occurred between 3/31/2012 and now were not converted over to the Soft Open Environment. If you upload your most recent wage and contribution information, all the transactions will error out with a warning stating that there is a gap in the member's reported wages (error M-90).

**Resolution:** To avoid these warnings you can sequentially submit each payroll starting with 3/31/2012, or you can submit your most recent payroll and accept the warning and move forward. If you choose the second option, once you accept the warning on the first payroll submission, the following submissions will not receive the gap in wages warning. For more information on how to submit wage and contribution information, as well as how to resolve errors and warnings, please see the [Wage and Contribution User Manual](#).

### Creating a Semi-Monthly Payroll Calendar

**Issue:** If Sunday payroll dates are entered for a semi-monthly payroll frequency, an invalid error message will appear. The error message will direct users to enter a date that falls on Sunday, which is incorrect.

**Resolution:** Payroll dates within ERM cannot fall on a weekend or state holiday. If your payroll date falls on a weekend or state holiday, please enter the next business day as your payroll date. This issue will be resolved by the October Go-Live date.

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## Exception Queue Links Issue in Mozilla Firefox 12

**Issue:** If you click the number in the Count column of the Exception Summary Section on the Home Dashboard, the grid will become blank. **Please note that this issue only occurs in the Internet browser Mozilla Firefox version 12.**

**Resolution:** To access the Exception Queue, do not click on the number in the Count column. Instead, click on the hyperlink in the Exception Type column. This issue will be resolved by the October Go-Live date.

The screenshot shows the 'Home Dashboard' interface. At the top right, it says 'Submission Unit: New County - University'. Below this is a 'Notifications' section with a table header: 'Sent To', 'Title', 'Author', 'Date Received', and 'Action'. The table content is 'No data to display.' Below the notifications is the 'Exceptions Summary' section, which contains a table with three columns: 'Exception Type', 'Count', and 'Oldest (In Days)'. The table has four rows of data. Below the exceptions summary is a 'Missing Member Report' section with a text link 'Click here to generate Missing Member Report for the user' and a button 'View Missing Member Report'. At the bottom left of the dashboard is a 'Back' button.

Exception Type	Count	Oldest (In Days)
Wage and Contribution or Adjustment	1	173
Wage and Contribution Settlement Adjustment	0	N/A
Member Enrollment	2	153
Member Maintenance	1	154

## PERF Links Not Working

**Issue:** Within the Soft Open environment, the hyperlinks under PERF Links in the left hand navigation menu will not be functioning. These are supposed to link to PERF Online for easy access.

**Resolution:** You may access the PERF Online Links in your normal manner by selecting the Employer Login link at <http://www.in.gov/inprs/>. The PERF Online Links will be functioning for the October Go-Live date.



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## Wage & Contribution Issues

### Online Adjustment Scrolling Issue

**Issue:** When completing an Online Adjustment, sometimes you will be unable to click the Cancel/Save/Validate buttons at the bottom of the Adjustment Report screen due to a scrolling issue. **Please note that this issue only occurs in Internet Explorer 9.**

**Resolution:** Continue clicking the Tab key on your keyboard until the button you want to click is highlighted, then press the Enter key on your keyboard. This issue will be resolved by the October Go-Live date.

Adjustment Report Screen

Submission Unit: New County - PERF  
Payroll Date: 10/7/2011  
SSN Visibility: ☒ Mask ☐ Show

New Adjustment Transaction	Prior Adjustments	Report Id	Payroll Date	SSN	Last Name
Add Remove		1001	02/11/2011	*****5555	Jackson

Report Id 1001 Payroll Date 02/11/2011 FSP Wages  
Wages 2000 Severance Wages FSP Contribution  
Wages - Mandatory Pre-Tax Contribution 160 Severance - Mandatory Pre-Tax Contribution HEP Contribution  
Wages - Mandatory Post-Tax Contribution 200 Severance - Mandatory Post-Tax Contribution Service Days 10  
Wages - Voluntary Pre-Tax Contribution 200 Severance - Voluntary Pre-Tax Contribution Period Start Date 9/9/2011  
Wages - Voluntary Post-Tax Contribution 180 Severance - Voluntary Post-Tax Contribution Period End Date 9/15/2011  
Wages - Employer Contribution Share 180 Severance - Employer Contribution Share

Cancel Save Validate

### Terminations during Wage and Contribution Processing

**Issue:** When submitting a Last Check Date and Last Day in Pay for a member on a wage and contribution file upload or online entry, the application does not terminate the member.

**Resolution:** To terminate a member you must use the Life Event functionality in the Modify Member section of ERM. For more information on how to terminate a member using the Modify Member section of ERM, please see the [Member Management User Manual](#). This issue will be resolved by the October Go-Live date.

Add Wage & Contribution Transaction

\* Pension ID  
\* SSN  
\* Last Name  
\* Wages

Wages - Mandatory Pre-Tax Contribution  
Wages - Mandatory Post-Tax Contribution  
Wages - Voluntary Pre-Tax Contribution  
Wages - Voluntary Post-Tax Contribution  
Wages - Employer Contribution Share  
Severance Wages  
Severance - Mandatory Pre-Tax Contribution  
Severance - Mandatory Post-Tax Contribution  
Severance - Voluntary Pre-Tax Contribution  
Severance - Voluntary Post-Tax Contribution  
Severance - Employer Contribution Share  
Last Day in Covered Position  
Last Day in Pay  
\* Period Start Date  
\* Period End Date  
Last Check Date

Add Record Clear

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## All Errors Must be Resolved Before Submitting the Next Wage and Contribution Report for Payment

**Issue:** If you try to submit another wage and contribution report for payment before resolving all errors and paying for the previous report in full, you will be unable to submit the next report for payment.

**Resolution:** All errors must be resolved on any outstanding Wage and Contribution report before submitting the next Wage and Contribution report for payment. This issue will be resolved by the October Go-Live date.

**Report Summary**

Report Number: 1219      Payroll Date: 04/30/2012  
Report Status: Validated      Report Type: Regular Wage and Contribution

	Mandatory Pre-Tax Contributions	Mandatory Post-Tax Contributions	Voluntary Pre-Tax Contributions	Voluntary Post-Tax Contributions	Employer Contribution Share
Wages	15	15	0	0	70
Severance Wages	0	0	0	0	0

Total FSP Wages: 0      Total HEP: 0      Total Transactions: 1  
Total FSP Contributions: 0      Contributions:      Total Members: 1

Validation Results	Number	View	Resolve
Transactions That Passed Validations	1	View	
Transactions That Passed Validations With Warnings Only	0		
Transactions That Failed Validations With Errors Only	0		
Transactions That Failed Validations With Errors and Warnings	0		
Total Transactions Processed	1		
Transactions That Passed Validations and Have Been Submitted for Payment	0		
Transactions That Passed Validations and Have Not Been Submitted for Payment	1		

The Previous Report has not been paid, therefore Payment Processing cannot occur until the previous report is paid.

Back   Delete Report   Process Payment   Edit Payment Date   Release Payment

Summary Report   Detailed Report   Payment Report

## Issue Adding New Record During Online Wage and Contribution Entry

**Issue:** Sometimes, when you select the Add New Record button during Online Wage and Contribution entry and enter a member's identification information, a pop-up will appear that states the member cannot be found in the Submission Unit even when the member is properly enrolled in the Submission Unit.

**Resolution:** Search for the member using the Add Members button during Online Wage and Contribution entry. This issue will be resolved by the October Go-Live date.

**Enter Report Information**

Submission Unit: New County - PERF  
Payroll Date: 04/15/2011

Add New Record   Add Members   Add All Members from Submission Unit

Action	Update Required	SSN	Last Name	Pension ID
No data to display.				

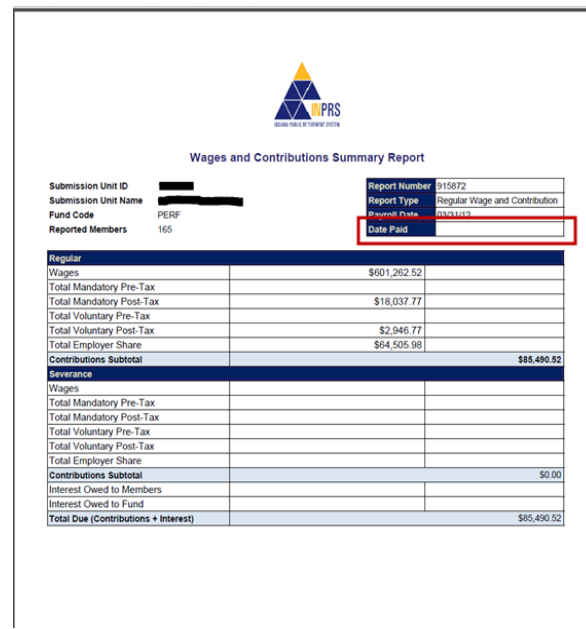
Cancel   Save Report   Validate

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## Date Paid Field Blank on Historical Wage and Contribution Summary Report

**Issue:** When generating the historical Wage and Contribution Summary Report, the Date Paid field is blank.

**Resolution:** This issue will be resolved by the October Go-Live date.



Wages and Contributions Summary Report	
Submission Unit ID	
Submission Unit Name	
Fund Code	PERF
Reported Members	165
Report Number	915872
Report Type	Regular Wage and Contribution
Payroll Profile	02031129
Date Paid	

Regular	
Wages	\$601,262.52
Total Mandatory Pre-Tax	
Total Mandatory Post-Tax	\$18,037.77
Total Voluntary Pre-Tax	
Total Voluntary Post-Tax	\$2,946.77
Total Employer Share	\$64,505.98
Contributions Subtotal	\$85,490.52

Severance	
Wages	
Total Mandatory Pre-Tax	
Total Mandatory Post-Tax	
Total Voluntary Pre-Tax	
Total Voluntary Post-Tax	
Total Employer Share	
Contributions Subtotal	\$0.00
Interest Owed to Members	
Interest Owed to Fund	
Total Due (Contributions + Interest)	\$85,490.52

## Validation M-40 not Triggered When Uploading a Wage and Contribution File

**Issue:** If the same wage and contribution transaction is submitted twice for a member on a wage and contribution file upload, both transactions should be placed in the Exception Queue with an M-40 error. However, this is not occurring.

**Resolution:** This issue will be resolved by the October Go-Live date. Please note that you will not be able to upload the same wage and contribution transaction for a member twice.

## Processing Payment Error

**Issue:** Sometimes an error message is received after clicking the Process for Payment button. The error message will say "Payment could not be processed at this time. Please try again later or contact INPRS at 1-888-876-2707."

**Resolution:** This is an intermittent issue. If this error is received, please try to process the report for payment at a later time. If you still are receiving this error, please contact INPRS at the number listed. This issue will be resolved by the October Go-Live date.

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## M-15 Error Thrown for TRF Millie Morgan Members

**Issue:** M-15 error code (member is not active in a covered position) is appearing for some historical TRF Millie Morgan members when submitting their wages and contributions.

**Resolution:** Mille Morgan members are considered active even though they are retired. This error code should not be thrown for these members. This issue will be resolved by the October Go-Live date.

## Error Message Received when Generating Historical Wage & Contribution Detail Report

**Issue:** When generating a historical Wage and Contribution Detail Report, “The selected report is not in “Paid” status or has no invoices associated with it” appears as an error message.

**Resolution:** During Soft Open, please do not attempt to run this report for historical wage and contribution submissions. This is will be resolved by the October Go-Live date.

## Wrong Employer Share Percentage Rate is Being Displayed in Exception Queue

**Issue:** For validation error codes CV-91, CV-92, and CV-93, the wrong Employer Share Percentage Rate is being displayed in the error message.

**Resolution:** Correct the wage and contribution transaction based upon the Employer Share Percentage shown in the error message instead of using the current Employer Share Percentage. This issue will be resolved by the October Go-Live date.

## Penny Difference in Interest Owed

**Issue:** There is a penny difference in regards to interest owed between what is shown on the Line Item Detail screen that appears when you are processing a payment and what is shown on the Wage and Contribution Summary Report. This is caused by a rounding error in the interest rate calculation.

**Resolution:** This issue will be resolved by the October Go-Live Date.

## L-25 Error Code Thrown for all TRF Adjustments with Zero Service Days

**Issue:** If nothing is entered in the Service Days field when completing an adjustment to a TRF member’s transaction, the transaction will fail validation due to error code L-25.

**Resolution:** Enter an amount in the Service Days field. However, please be aware that this will be added to/subtracted from the original amount of service days reported. Please note that service days cannot be zero. This issue will be resolved by the October Go-Live date.

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## Interest Calculation Incorrect for TRF Transactions Containing FSP Contributions and/or HEP Contributions

**Issue:** When submitting both regular wage and contribution and adjustment TRF transactions that contain FSP Contributions and/or HEP Contributions, the interest calculation for the interest owed amount is not calculated correctly. This is caused by a rounding error in the interest rate calculation.

**Resolution:** This issue will be resolved by the October Go-Live date.

## Payment Report shows Full Bank Account Number

**Issue:** When generating the Payment Report through the Submission Report section of ERM, the report shows the full bank account number when it is supposed to mask everything except the last four digits.

**Resolution:** Since we are using fake bank account numbers in the Soft Open environment, this issue should not create any security risk. This issue will be resolved by the October Go-Live date.

## Payment Report Showing All Transactions and Not Total

**Issue:** When generating the Payment Report through the Submission Report section of ERM, the report is showing each transaction submitted for payment instead of a sum of all the transactions submitted.

**Resolution:** If necessary, all transactions can be manually calculated to obtain the report total. This issue will be resolved by the October Go-Live Date.

## Multiple Member Records are Shown During Online Adjustment

**Issue:** When searching for a member during an Online Adjustment – By Member to Previously Submitted Information, if the member has multiple employment time frames with the same Submission Unit, then multiple member records will be returned in the search results. When selecting one of the member's records it will automatically highlight the other member's record. . Unfortunately, when this happens none of the member's historical wage and contribution transactions will be returned for an adjustment to be made.

**Resolution:** This issue will be resolved by the October Go-Live date.

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## Unapplied Balance on Payment Processing Screen

**Issue:** In the Assign Payments section of the Payment Processing Screen, there is a field called Unapplied Balance. This will show any credits that are present on the Submission Unit account. However, this amount is already included in the Account Balance field, making the Unapplied Balance field redundant.

**Resolution:** This field will be removed by the October Go-Live date.

**Process for Payment**  
Report Number: 1165512      Payroll Date: 07/16/2012  
Report Status: Validated      Report Type: Regular Wage and Contribution

Line Item Payments		
	Line Item	Amount Due
Wages	Mandatory Pre-Tax Contribution	0.00
	Mandatory Post-Tax Contribution	660.00
	Voluntary Pre-Tax Contribution	0.00
	Voluntary Post-Tax Contribution	0.00
Severance Wages	Employer Contribution Share	0.00
	Mandatory Pre-Tax Contribution	0.00
	Mandatory Post-Tax Contribution	0.00
	Voluntary Pre-Tax Contribution	0.00
Interest	Employer Contribution Share	0.00
	Employer Interest Owed	0.00
	Employee Interest Owed	0.00

**Assign Payments**

Invoice Amount	660.00	Account Balance	0.00	Unapplied Balance	0.00
Total Amount Due	660.00	Amount Unassigned	0.00		

Account Number  Amount

Bank Account Number	Payment	Action
*****589	660.00	Remove



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## Member Management Issues

### Email Address not Required for Full-Time Teachers During Bulk Member Maintenance File Upload

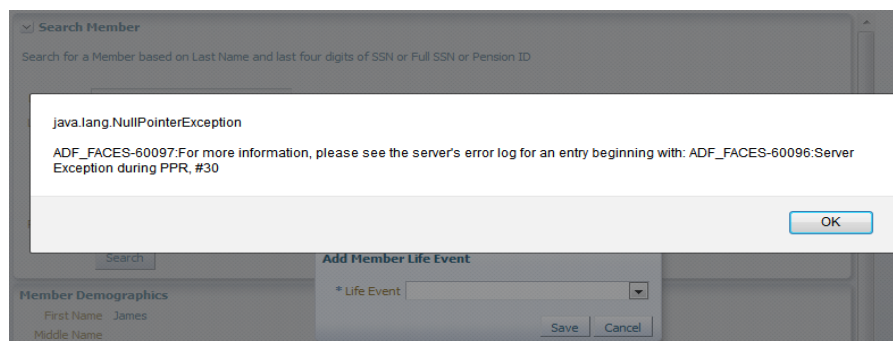
**Issue:** If “No” is entered in the Part-Time/Substitute? field on the Member Maintenance File, it is not requiring the email address to be submitted.

**Resolution:** The email address should be required if “No” is entered in the Part-Time/Substitute? field. This issue will be resolved by the October Go-Live date.

### Error When Clicking Cancel on Life Event Pop-Up Box

**Issue:** If you click the Cancel button on the Life Event pop-up box without selecting a life event from the drop-down list, you will receive a Null Pointer Error.

**Resolution:** Select a life event from the drop-down list and then click the Cancel button. This issue will be resolved by the October Go-Live date.



### Error When Changing the Elected Official Type on a Member Maintenance File Upload

**Issue:** If you click the Cancel button on the Life Event pop-up box without selecting a life event from the drop-down list, you will receive a Null Pointer Error.

**Resolution:** Go to the Member Maintenance Exception Queue and click the Save and Revalidate button. This will remove the error from the Exception Queue. This issue will be resolved by the October Go-live date.

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## Unknown Error Message When Uploading Life Events in File

**Issue:** Sometimes when uploading a life event for a member in a Bulk Member Maintenance File, an “unknown error processing record” message is displayed.

**Resolution:** Delete the transaction from the Member Maintenance Exception Queue on the Home Page and manually enter the life event using the Modify Member section of ERM. This issue will be resolved by the October Go-Live date.



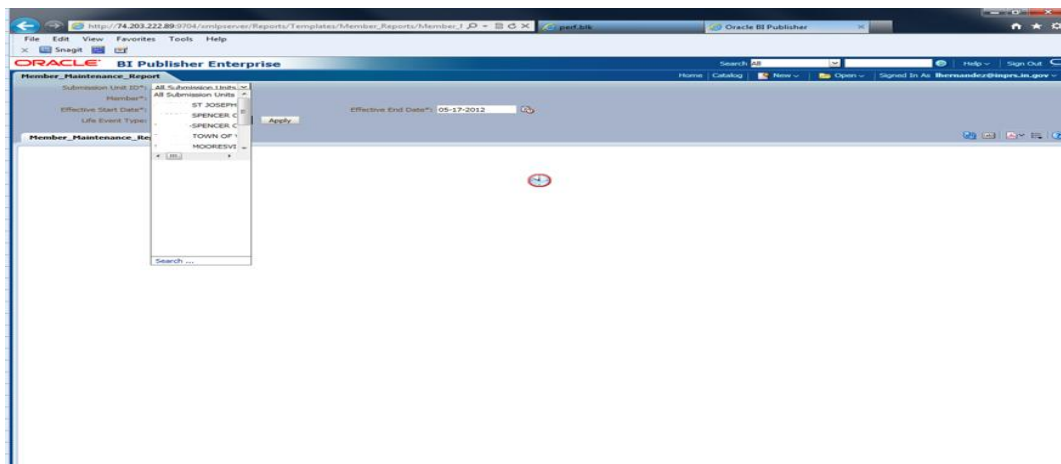
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## Reporting Issues

### Scrolling in the Member Maintenance Report Drop-Down

**Issue:** When scrolling in the Submission Unit or Life Event drop-downs within the Member Maintenance Report Criteria Selection, a large blank space begins to appear at the bottom of the drop-down box. **Please note that this issue only occurs in Internet Explorer 9.**

**Resolution:** Use the search functionality instead of scrolling. For more information on the reports available in ERM, please see the [ERM Overview User Manual](#).



### Time Out Issue when Generating the Annual Wage and Contribution Report for Multiple Submission Units

**Issue:** When selecting more than one Submission Unit in the prompts for the Annual Wage and Contribution Report, the report results are never returned.

**Resolution:** Select only one Submission Unit in the prompts when generating the Annual Wage and Contribution Report.

### Generating Large Reports

**Issue:** While we are still working on report performance, please be conscious of what type of data you request in a report. Please do not generate reports that would require a large amount of data to be returned.

**Resolution:** When entering a date range, please do not enter a range of more than two months. When selecting which Submission Units to include in a report, please do not pick more than one.

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## Time Out Issue when Generating the Missing Member Report

**Issue:** Sometimes when generating the Missing Member Report from the Home Page Dashboard, the report will never load completely.

**Resolution:** Click the Cancel button and try running the report again.

Home Dashboard

Notifications

Title

Welcome to ERM

Exceptions Summary

Exception Type

Wage and Contribution or Adjustment

Wage and Contribution Settlement A

Member Enrollment

Member Maintenance

Missing Member Report

Click here to generate Missing Mem

Back

Mask Show

Pension Id	Last Name	First Name	SSN	Payroll Date	Submission Unit Title
000986071	Smithe	David	*****9999	12/28/2011	New County-Library

OK Cancel

## Wage and Contribution Exception Report Pulling Resolved Exceptions

**Issue:** When generating the Wage and Contribution Exception Report, it is pulling exceptions that have been resolved and ones that have been deleted as well as the open exceptions.

**Resolution:** This issue will be resolved by the October Go-live date and will only show open exceptions.